

Medicaid: Incident Reporting

According to the DHS/DCFS Contract, Part II. D. 5. e.,

Incident Reporting

For both Divisions, the Contractor shall intervene in emergency, non-emergency or crisis situations involving the Client, and shall provide proper documentation as required by current DHS/DJJS Incident Report Reference Guide (<http://www.hspolicy.utah.gov>, DHS/DJJS Policy Section 5).

Additionally, the Contractor shall:

- (1) For DHS/DCFS, maintain a list of phone numbers to report after-hour emergencies/crisis incidents. If the emergency or crisis occurs after business hours, and if the Contractor is unable to contact the Case Manager, supervisor or designated Division contact person, the Contractor shall call the Statewide Child Protective Services (CPS) intake 1-855-323-3237.*
- (2) Immediately report the death of a Client to the DHS/DJJS program director or DHS/DCFS regional director and to the local law enforcement. The Contractor shall speak directly to the DHS/DJJS program director or DHS/DCFS regional director. A voice mail or email message is not sufficient notification.*
- (3) For both Divisions, document all incidents on an incident report form, maintain the original report in the Client's file, and send a copy to the Case Manager within timeframes required by current DHS/ DJJS Incident Report reference guide.*
- (4) Document the date, time and method of notification to DHS/DJJS, DCFS, including when the Incident Report was provided to the Division.*